



**DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN**



MEMORANDUM

FOR/TO : ALL UNDERSECRETARIES
ALL ASSISTANT SECRETARIES
ALL SERVICE DIRECTORS
ALL DIVISION CHIEFS
DENR Central Office

ALL REGIONAL EXECUTIVE DIRECTORS
Regions 1-13, NCR, and CAR

FROM : THE UNDERSECRETARY
Legal and Administration
Chairperson, DENR's Committee on Anti-Red Tape (CART)

SUBJECT : ANONYMOUS COMPLAINTS INITIATED BY INTERNAL
CLIENTS / DENR EMPLOYEES THROUGH THE CLIENT
FEEDBACK FORM

DATE : MAR 06 2024

This pertains to the procedure for handling anonymous complaints through the client feedback form.

The Stakeholder Management and Conflict Resolution (SMCRD) received three (3) anonymous complaints from internal clients or DENR employees in January. All the complaints were referred to the concerned offices for appropriate action.

As a standard procedure, please be informed that the following shall be observed in handling anonymous complaints by internal clients:

1. Anonymous complaints shall only be entertained if the person or office complained of is identifiable¹;
2. All anonymous complaints received through the client feedback form shall be referred to the concerned person or office by the SMCRD copy furnished Legal Affairs Service (LAS); and
3. Any response through a memorandum from the concerned office shall be forwarded by the SMCRD to LAS for proper disposition.

Attached herewith is the revised client feedback form, omitting the statement on the prohibition of anonymous complaints, for dissemination.

For your information and guidance.


ATTY. ERNESTO D. ADOBO, JR., CESO I

MEMO NO. 2024-229

¹ See Section 12 of Civil Service Resolution No. 1701077, 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS)



DENR Client Feedback Form



Client Information

Date (Petsa):

Name (Pangalan):

Age (Edad):

Sex (Kasarian):

Male

Female

Type of Client (uri ng kliyente):

Citizen/ Individual / Representative
(private citizen as transacting public)

Business/ Company
(representative of business/company firm)

Organization/PO
(representative of an organization/People's Organization)

Government
(representative of other government agencies including GOCCs)

Purpose of visit (sadya sa opisina):

Inquiry (magtatanong)

Application/Request
(kukuha/magrerequest ng serbisyo)

Official business/visit
(opisyal na pagbisita)

Follow-up
(follow-up ng serbisyo)

Pick-up
(kukuha ng dokumento)

Service being availed (serbisyong kinukuha):

Contact Information (Optional)

In case of complaints or suggestions, kindly provide your contact number or email address if you want to be contacted by the concerned office regarding your concerns. (Kung sakaling may reklamo o mungkahi, mangyaring ibigay ang iyong numero sa telepono o email kung nais na makipagugnayan sa iyo ang kinauukulang tanggapan)

Contact number:

Email address :



Commendation (Papuri)

Person being commended
(Pangalan ng taong pinupuri)

Position/ Office (Posisyon/Opisina)

Reason for Commendation (Dahilan ng papuri)

By affixing my signature, I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.
(Pinahihintulutan ko ang DENR na kolektahin, iproseso, ipadala at itago ang mga impormasyon na nakasaad sa papel na ito alinsunod sa Batas Republika Blg. 10173 o ang Data Privacy Act of 2012.)

Suggestions (Mungkahi)



Complaint (Reklamo)

Person being complained
(Pangalan ng inirereklamo)

Position/ Office (Posisyon/Opisina)

Reason for Complaint (Dahilan ng reklamo)

Name and Signature (Pangalan at Lagda)